

Subject: RE: Re: McK NYC CX Bootcamp
Date: Thu, 28 Mar 2019 12:51:35 +0000
From: (b) (6) (b) (6) mckinsey.com>
To: Allison Brigati - AD <allison.brigati@gsa.gov>
Cc: "anahita.reilly@gsa.gov" <anahita.reilly@gsa.gov>, Antonia Harris - C <antonia.harris@gsa.gov>, (b) (6) (b) (6) mckinsey.com>, 2019cxbootcamp <2019cxbootcamp@mckinsey.com>, (b) (6) (b) (6) mckinsey.com>, (b) (6) (b) (6) mckinsey.com>, "jonathan.clinton@gsa.gov" <jonathan.clinton@gsa.gov>
Message-ID: <BN8PR14MB30910ECE46E00783726C2D35F4590@BN8PR14MB3091.namprd14.prod.outlook.com>
MD5: 7fedb55b782ba19975ddc500985f2828

Allison/Anahita/Toni – just checking to see if you guys were able to speak with Ethics at all. We'd love to make it work if we can.

(b) (6)

From: Allison Brigati - AD <allison.brigati@gsa.gov>
Sent: Thursday, March 21, 2019 6:37 PM
To: (b) (6) (b) (6) mckinsey.com>
Cc: anahita.reilly@gsa.gov; Antonia Harris - C <antonia.harris@gsa.gov>; (b) (6) (b) (6) mckinsey.com>; 2019cxbootcamp <2019cxbootcamp@mckinsey.com>; (b) (6) (b) (6) mckinsey.com>; (b) (6) (b) (6) mckinsey.com>; jonathan.clinton@gsa.gov
Subject: [EXT]Re: McK NYC CX Bootcamp

Thanks (b) (6)

We will check with our Ethics office!

Sent from my iPhone

On Mar 21, 2019, at 6:16 PM, (b) (6) (b) (6) mckinsey.com> wrote:

Allison / Anahita / Toni – so sorry for the delay in getting back to you guys.

While in the process of confirming this, TTS' Centers of Excellence Discovery BPA dropped, which McKinsey is at present preparing proposal responses to. We want to make sure that neither of us inadvertently make a misstep – which has caused the delayed response. We've unfortunately haven't been able to reach the responsible Contracting Officer to receive a determination as to whether your attendance at our NY CX Forum would be appropriate.

What we'd suggest is that Anahita and Toni consult with your GSA ethics officer as to the appropriateness of you participating in the CX Forum. Obviously the event – i.e. its conception, planning, and agenda setting – was/is separate from the COE BPA procurement, so we hope it will be fine. Regardless getting a green light from the ethics office seems like the appropriate thing to do here.

If any questions, (b) (6) is our point person for our federal/ethics related questions and (b) (6) can answer all questions about the CX Forum. Both are cc'd.

Thanks for your patience. We hope we can work this out!

(b) (6)

From: Allison Brigati - AD <allison.brigati@gsa.gov>
Sent: Tuesday, March 12, 2019 1:22 PM

To: (b) (6) <(b) (6)@mckinsey.com>
Cc: (b) (6) <(b) (6)@mckinsey.com>; 2019cxbootcamp
<2019cxbootcamp@mckinsey.com>; anahita.reilly@gsa.gov
Subject: [EXT]Re: McK NYC CX Bootcamp

(b) (6)

If you have room for one more, Anahita Reilly, our Chief Customer Day Officer, would also love to attend. Copying her here.

Allison

Sent from my iPhone

On Mar 10, 2019, at 9:56 PM, (b) (6) <(b) (6)@mckinsey.com> wrote:

Hi Alison,

So great to see you at i2i last week! I hope you got a ton out of it. McK is having a "CX bootcamp" in April that will visit a few best practice CX companies in NYC. Let me know if you think there would be anyone that would benefit from it at GSA. I know we only have a few spots left.

(b) (6)

<image001.jpg>

Dear USDA,

We are pleased to invite you to McKinsey's NYC CX Bootcamp on April 8-9, 2019, a fully immersive and interactive 24-hour workshop series focused this year on learning about how to unlock the value of Customer Experience transformations.

Focus of the event

The CX Bootcamp will feature a half-day "Experience Safari," where we will visit CX leaders across industries to see, hear, and experience how they have executed customer-centric strategies to create value. Past "Experience Safari" locations have included WeWork, Samsung 837, Tesla, The Apartment, and Betterment.

This will be followed by an afternoon of structured content from our colleagues and Customer Experience experts on how to operationalize customer experience, and how to scale and sustain customer experience transformations. Through a combination of plenary presentations, rotational break-outs, and panel discussions, we will help you:

- | Understand how to operationalize CX with specific discussions on agile operating model, embedding customer-centric culture and mindsets throughout the organization, and measurement
- | Discuss and exchange ideas and challenges you are facing regarding customer experience
- | Learn from your peers on how to scale and sustain a CX transformation
- | Help pinpoint the capabilities, tools, and processes your organization needs to make the change, and make it stick

Finally, throughout the event there will be opportunities for you to meet other senior leaders across industries and at various stages of their CX transformation journey, so that you may connect and learn from each other's experiences.

Participants

You will be one of a small group of 25-30 senior leaders from across industries who are passionate about learning about or leading CX programs and transformations within their organizations.

Logistics

Location:

New York City, NY

Session timing:

Monday, April 8 at 6:00pm (welcome reception and dinner) – Tuesday, April 9 4:00pm

Costs:

Participants are responsible for travel and hotel expenses. McKinsey will make hotel reservations for all confirmed participants unless otherwise notified. At McKinsey, we are sensitive to the ethical considerations associated with Government employees attending such an event. Accordingly, we encourage you to check with your ethics official to determine proper application of ethics rules. We are happy to provide a breakdown of the costs or work with your ethics officer, if helpful.

[How to register](#)

To register for this event, please email 2019cxbootcamp@mckinsey.com with your Name, Title, and McKinsey contact. We will then follow up with you to confirm your attendance and provide further details on logistics.

We look forward to seeing you there!

-CX Bootcamp Team

NON-RESPONSIVE

NON-RESPONSIVE

NON-RESPONSIVE

Subject: RE: Re: PBS findings
Date: Sat, 11 May 2019 01:48:21 +0000
From: (b) (6) <(b) (6)@mckinsey.com>
To: Allison Brigati - AD <allison.brigati@gsa.gov>
Message-ID: <BN8PR14MB309173987BB726359604A7F1F40D0@BN8PR14MB3091.namprd14.prod.outlook.com>
MD5: 50465edcc8260bf1be17d92882eba1cb

Will do!

From: Allison Brigati - AD <allison.brigati@gsa.gov>
Sent: Friday, May 10, 2019 9:42 PM
To: (b) (6) <(b) (6)@mckinsey.com>
Cc: (b) (6) <(b) (6)@mckinsey.com>; (b) (6) <(b) (6)@mckinsey.com>; (b) (6) <(b) (6)@mckinsey.com>; (b) (6) <(b) (6)@mckinsey.com>; jenna.semsar@gsa.gov
Subject: [EXT]Re: PBS findings

Copying Jenna to set up a time on Friday. Can you call me on Monday when you have time? Want to give you the heads up on something.

Allison

Sent from my iPhone

On May 10, 2019, at 9:25 PM, (b) (6) <(b) (6)@mckinsey.com> wrote:

Hi Allison – no problem at all. Looks like the meeting with Emily has been pushed to the 22nd. So we now have plenty of time. Let's shoot for Friday if that works for you. Is there someone we should work with to set up time?

Have a great weekend!

(b) (6)

From: Allison Brigati - AD <allison.brigati@gsa.gov>
Sent: Friday, May 10, 2019 2:34 PM
To: (b) (6) <(b) (6)@mckinsey.com>
Cc: (b) (6) <(b) (6)@mckinsey.com>; (b) (6) <(b) (6)@mckinsey.com>; (b) (6) <(b) (6)@mckinsey.com>; (b) (6) <(b) (6)@mckinsey.com>
Subject: [EXT]Re: PBS findings

Hi (b) (6)

Sorry just getting around to my emails. Crazy few days. I am actually on travel all next week through Thursday. I will be in the office on Friday but am guessing you will have already met with her by then. The alternative would be to do a phone call. Do you have the meeting scheduled with Emily yet? I can definitely make time on Friday if your meeting with her gets pushed to the next week.

Allison



U.S. General Services Administration

Allison Fahrenkopf Brigati

On Thu, May 9, 2019 at 5:28 PM (b) (6) <(b) (6)@mckinsey.com> wrote:

Hi Allison – I hope this finds you well.

We were meeting with Dan Mathews today. Dan has asked us to present findings from our work to Emily next week (Dan of course will be joining us). Dan seemed excited about us previewing this material with you ahead of the meeting to get any feedback/reactions that you might have. Do you mind if we grab 30 minutes with you? If so, name a time and we will make it work. It would be some subset of myself and my 4 esteemed colleagues on the cc line.

(b) (6)

(b) (6)
(b) (6) | McKinsey & Company
(b) (6)

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Subject: *URGENT* RE: PBS McKinsey Project
Date: Mon, 13 May 2019 14:56:34 +0000
From: (b) (6) <(b) (6)@mckinsey.com>
To: "allison.brigati@gsa.gov" <allison.brigati@gsa.gov>, "carla.sansalone@gsa.gov" <carla.sansalone@gsa.gov>
Cc: (b) (6)@mckinsey.com
Message-ID: <BN7PR14MB22091F6A19D43541965DBDBD8A0F0@BN7PR14MB2209.namprd14.prod.outlook.com>
MD5: 787e15c66b29f7b95f5dd6d7e5c945a8

Good morning,

I was unable to reach Carla when I called her cell and office line.

Please advise on when Emily is available to meet with (b) (6) and (b) (6) on Tuesday or Wednesday of this week. (at least 30min, can be 60min if she has the time)

Note, I'm being told we need to get this confirmed today.

Call me directly to talk through calendars if that's easier.

Thanks,

(b) (6) | (b) (6)
McKinsey & Company
1200 19th St. NW | Suite 1100
Washington, DC 20036
Tel: (b) (6) | VoIP: (b) (6)
(b) (6)@mckinsey.com

-----Original Message-----

From: Allison Brigati - AD <allison.brigati@gsa.gov>
Sent: Monday, May 13, 2019 9:50 AM
To: carla.sansalone@gsa.gov
Cc: (b) (6) <(b) (6)@mckinsey.com>
Subject: [EXT]PBS McKinsey Project

Good morning Carla-

Emily asked that she be interviewed as part of the ongoing study before they wrap things up next week. I am copying the lead, (b) (6) so that you can coordinate a time this week.

Thanks

Allison

Sent from my iPhone

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Subject: Re: PBS McKinsey Project
Date: Mon, 13 May 2019 10:58:28 -0400
From: Carla Sansalone - AC <carla.sansalone@gsa.gov>
To: Allison Brigati - AD <allison.brigati@gsa.gov>
Cc: (b) (6) mckinsey.com
Message-ID: <CANUpP=P6-OkWDeHgk=ZpUAsLmq69aw3YUA2kPao_ckTm=U9FqQ@mail.gmail.com>
MD5: c8c0a8d6e5ee9bf24f5438c19f428834

Thank you, Allison.

(b) (6) I'll follow-up with you shortly in a separate email.

On Mon, May 13, 2019 at 9:50 AM Allison Brigati - AD <allison.brigati@gsa.gov> wrote:

Good morning Carla -

Emily asked that she be interviewed as part of the ongoing study before they wrap things up next week. I am copying the lead, (b) (6)

(b) (6) so that you can coordinate a time this week.

Thanks

Allison

Sent from my iPhone

--

Best,
Carla

--



CARLA VIRGILIO SANSALONE
SPECIAL ASSISTANT TO THE ADMINISTRATOR
OFFICE OF THE ADMINISTRATOR & CHIEF OF STAFF
U.S. GENERAL SERVICES ADMINISTRATION
OFFICE 202.969.7530
CELL (b) (6)

Carla.Sansalone@gsa.gov WWW.GSA.GOV

Subject: RE: Invitation: Shared Services and PBS Discussion @ Tue Jul 2, 2019 9am - 9:15am (EDT)
(b) (6) mckinsey.com)
Date: Thu, 27 Jun 2019 14:24:42 +0000
From: (b) (6) <(b) (6) mckinsey.com>
To: "allison.brigati@gsa.gov" <allison.brigati@gsa.gov>
Message-ID: <MN2PR14MB3005DD01CA6CBFB29C7B5C43F3FD0@MN2PR14MB3005.namprd14.prod.outlook.com>
MD5: e0e3db2b38d8254d78c5b918497e5c1a

Hi Allison,

Hope this note finds you well. (b) (6) would like to extend to 30min instead of 15 min. Would that be ok if that works on your end. Please let us know.

Many thanks,
Many thanks,

(b) (6)
McKinsey & Company, Inc. | 1200 19th Street, NW, STE 1100 | Washington DC, 20036
Direct + (b) (6) | Internal (b) (6)
(b) (6) mckinsey.com

services and PBS Discussion @ Tue Jul 2, 2019 9am - 9:15am (EDT) (b) (6) mckinsey.com)

41

You have been invited to the following event.

[more details »](#)

Shared Services and PBS Discussion

When

Tue Jul 2, 2019 9am – 9:15am Eastern Time - New York

Where

1800 F ST NW, Room 6141 ([map](#))

Calendar

(b) (6) mckinsey.com

Who

•

allison.brigati@gsa.gov

- organizer

•

kaitlyn.schneider@gsa.gov - creator

•

(b) (6) [@mckinsey.com](mailto:mckinsey.com)

•

(b) (6) mckinsey.com

•

(b) (6) [mckinsey.com](#)

Going ((b) (6) [mckinsey.com](#))?

[Yes](#) -

[Maybe](#) -

[No](#) [more options »](#)

Invitation from [Google Calendar](#)

You are receiving this courtesy email at the account (b) (6) [mckinsey.com](#) because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at <https://www.google.com/calendar/> and control your notification settings for your entire calendar.

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Subject: Re: Fwd: Save the Date: McKinsey Leading Women in Government Dinner
Date: Tue, 2 Apr 2019 09:30:15 -0400
From: Allison Brigati - AD <allison.brigati@gsa.gov>
To: (b) (6) <(b) (6)@mckinsey.com>
Message-ID: <CAN=Vt4byh0uB+qb4M2nyUEdEH0N5hORWbjERw4=VSkKL2CK5yw@mail.gmail.com>
MD5: 3cda208799176ff5644bf4c1e9958e92

Sounds good. Thank you!



U.S. General Services Administration

Allison Fahrenkopf Brigati

Deputy Administrator

202-412-1093

On Mon, Apr 1, 2019 at 8:20 PM (b) (6) <(b) (6)@mckinsey.com> wrote:

I think this dinner Thursday will be fantastic. Great opportunity to network with other leading women in government and McK always frames a very thoughtful discussion in these things. I would do it. While I'm sure there will be other McKinsey events in the next six months, I think this will be a good one to attend.

(b) (6)

From: Allison Brigati - AD <allison.brigati@gsa.gov>
Sent: Monday, April 1, 2019 11:49 AM
To: (b) (6) <(b) (6)@mckinsey.com>
Subject: [EXT]Fwd: Save the Date: McKinsey Leading Women in Government Dinner

Hi (b) (6)

I am planning on going to this dinner on Thursday. Ethics just cleared it for me. One issue, they are concerned that I am going to this so soon after the conference so it would be my last McKinsey event for awhile. Is it worth it for me to go to this or are there any other events in the next six months that

you think would be more impactful? Just don't want to use up my McKinsey event chits all at once!

Thanks for your input.

Allison



U.S. General Services Administration

Allison Fahrenkopf Brigati
Deputy Administrator
202-412-1093

----- Forwarded message -----

From: (b) (6) <(b) (6)@mckinsey.com>
Date: Mon, Apr 1, 2019 at 11:33 AM
Subject: Save the Date: McKinsey Leading Women in Government Dinner
To: (b) (6) (b) (6)@mckinsey.com>, (b) (6)
(b) (6) dy@mckinsey.com>, (b) (6) @mckinsey.com>, (b) (6)
(b) (6) @mckinsey.com>, (b) (6) @mckinsey.com>

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Subject: Re: Shared Services & PBS
Date: Wed, 12 Jun 2019 06:00:01 -0700
From: Allison Brigati - AD <allison.brigati@gsa.gov>
To: (b) (6) <(b) (6)@mckinsey.com>
Cc: (b) (6) <(b) (6)@mckinsey.com>, (b) (6) <(b) (6)@mckinsey.com>, jenna.semsar@gsa.gov
Message-ID: <CAN=VT4aXMZjrYzwZhOm856SJeIP4NubEc9vSuWyct5d9NnMbsQ@mail.gmail.com>
MD5: f138e1e223104fb77be78aed0368246e

(b) (6) Ofcourse. Copying Jenna to find a time.
Allison

Sent from my iPhone

On Jun 12, 2019, at 8:11 AM, (b) (6) <(b) (6)@mckinsey.com> wrote:

Hi Allison,

We are working to close out things with PBS. (b) (5)

Do you mind if (b) (6) and I get 30 mins on your calendar to get your thoughts?

(b) (6)

(b) (6)
(b) (6) | McKinsey & Company

(b) (6)

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Subject: Invitation: PBS CIR Project Meeting @ Wed May 29, 2019 8am - 5pm (EDT)
(allison.brigati@gsa.gov)
Date: Thu, 23 May 2019 16:09:48 +0000
From: Daniel Mathews - P <daniel.mathews@gsa.gov>
To: allison.brigati@gsa.gov, (b) (6)@mckinsey.com, allison.azevedo@gsa.gov, aimee.whiteman@gsa.gov, tracy.marcinowski@gsa.gov, flavio.peres@gsa.gov, kris.rowley@gsa.gov, joanna.rosato@gsa.gov, laura.stagner@gsa.gov, giancarlo.brizzi@gsa.gov, gerard.badorrek@gsa.gov, jeffrey.post@gsa.gov, michael.gelber@gsa.gov, dan.brown@gsa.gov, chris.wisner@gsa.gov, shapour.ebadi@gsa.gov, johnm.dennis@gsa.gov, chaun.benjamin@gsa.gov, glenn.rotondo@gsa.gov, john.cooke@gsa.gov, carla.sansalone@gsa.gov, darren.gomez@gsa.gov, mark.mchale@gsa.gov, darren.blue@gsa.gov, lafandra.lynch@gsa.gov, david.insinga@gsa.gov, ivan.swain@gsa.gov, joshua.holman@gsa.gov, brenda.palmer@gsa.gov, emily.murphy@gsa.gov, antonia.harris@gsa.gov, PBS Senior Leadership <pbs.senior.leadership@gsa.gov>, jenna.semsar@gsa.gov, johns.burns@gsa.gov, tim.horne@gsa.gov, philip.klokis@gsa.gov, david.shive@gsa.gov, andrew.heller@gsa.gov, kevin.rothmier@gsa.gov, tim.turano@gsa.gov
Message-ID: <000000000000ae49fb0589904f57@google.com>
MD5: f2c59d44ac45bef4c9e259205ca09768
Attachments: invite.ics

You have been invited to the following event.

[more details »](#)

PBS CIR Project Meeting

When

Wed May 29, 2019 8am – 5pm Eastern Time - New York

Where

Conference Rooms: 1459/1460/1461 ([map](#))

Calendar

allison.brigati@gsa.gov

Who

OMDOX	daniel.mathews@gsa.gov V - organizer
OMDOX	lafandra.lynch@gsa.gov - creator
OMDOX	(b) (6)@mckinsey.com
OMDOX	allison.azevedo@gsa.gov
OMDOX	aimee.whiteman@gsa.gov
OMDOX	tracy.marcinowski@gsa.gov
OMDOX	flavio.peres@gsa.gov
OMDOX	kris.rowley@gsa.gov
OMDOX	joanna.rosato@gsa.gov
OMDOX	laura.stagner@gsa.gov
OMDOX	giancarlo.brizzi@gsa.gov
OMDOX	gerard.badorrek@gsa.gov
OMDOX	jeffrey.post@gsa.gov
OMDOX	michael.gelber@gsa.gov
OMDOX	dan.brown@gsa.gov
OMDOX	chris.wisner@gsa.gov

OMDOX	shapour.ebadi@gsa.gov
OMDOX	johnm.dennis@gsa.gov
OMDOX	chaun.benjamin@gsa.gov
	v
OMDOX	glenn.rotondo@gsa.gov
OMDOX	john.cooke@gsa.gov
OMDOX	carla.sansalone@gsa.gov
OMDOX	allison.brigati@gsa.gov
OMDOX	darren.gomez@gsa.gov
OMDOX	mark.mchale@gsa.gov
OMDOX	darren.blue@gsa.gov
OMDOX	david.insinga@gsa.gov
OMDOX	ivan.swain@gsa.gov
OMDOX	joshua.holman@gsa.gov
OMDOX	brenda.palmer@gsa.gov
OMDOX	emily.murphy@gsa.gov
OMDOX	antonia.harris@gsa.gov
OMDOX	PBS Senior Leadership
OMDOX	jenna.semsar@gsa.gov
OMDOX	johns.burns@gsa.gov
OMDOX	tim.horne@gsa.gov
OMDOX	philip.klokis@gsa.gov
OMDOX	david.shive@gsa.gov
OMDOX	andrew.heller@gsa.gov
OMDOX	kevin.rothmier@gsa.gov
OMDOX	tim.turano@gsa.gov
Attachments	
	 .pdf
Going (allison.brigati@gsa.gov)? Yes - Maybe - No more options »	

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Subject: Invitation to Participate in the Lean In/McKinsey Women in the Workplace 2019 survey
Date: Wed, 3 Apr 2019 16:17:45 +0000
From: (b) (6)@mckinsey.com>
To: "allison.brigati@gsa.gov" <allison.brigati@gsa.gov>
Cc: WorkplaceSurvey <WorkplaceSurvey@mckinsey.com>, (b) (6) <(b) (6)@mckinsey.com>, (b) (6) <(b) (6)@mckinsey.com>, (b) (6) <(b) (6)@mckinsey.com>
Message-ID: <BN8PR14MB3249EC7317E912C0B362C18288570@BN8PR14MB3249.namprd14.prod.outlook.com>
MD5: 6f25a0e769ebd12321486d9a9b55773d
Attachments: WomenintheWorkplace_Public and social Sector_2019_Signup Deck_vF.pdf

Dear Allison,

I am reaching out given your past interest in McKinsey's Leading Women in Government activities. I am excited to invite your organization to participate in *Women in the Workplace 2019* study conducted by [LeanIn.Org](#) and McKinsey. This annual research effort is the largest comprehensive study of the state of working women in America. Your participation will serve as a critical part of the national study, while also identifying organization-specific benchmarks for your talent pipeline, HR practices, and employees' experiences. Most of the 279 private and public sector institutions that participated last year told us that the reports allowed them to gain new insights into their employees' experiences and that they planned to use the results to benchmark their own progress. If you missed it, you can read the full 2018 report [here](#).

The survey experience and customized report are delivered at no cost and support is available if questions arise during the participation process. In addition, your organization's data will be kept 100% confidential; only your aggregated data is seen by anyone outside of McKinsey.

You can learn more about *Women in the Workplace 2019* and what it takes to participate in the attached document. If you would like to discuss this opportunity further, or if you're ready to confirm your participation in the 2019 survey, **please let us know by responding to this email and copying workplacesurvey@mckinsey.com**. We can also set up a call with someone from our Women in the Workplace team to answer any questions that you have. We're hoping to finalize our participant list by May 2019, so look forward to hearing from you soon.

All my best,

(b) (6)

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+=====+

Subject: Updated invitation: PBS CIR Project Meeting @ Wed May 29, 2019 9am - 6pm (EDT) (allison.brigati@gsa.gov)
Date: Tue, 28 May 2019 18:49:08 +0000
From: LaFondra Lynch - P <lafondra.lynch@gsa.gov>
To: allison.brigati@gsa.gov, glenn.rotondo@gsa.gov, tim.turano@gsa.gov, PBS Senior Leadership <pbs.senior.leadership@gsa.gov>, david.shive@gsa.gov, johns.burns@gsa.gov, johnm.dennis@gsa.gov, carla.sansalone@gsa.gov, allison.azevedo@gsa.gov, giancarlo.brizzi@gsa.gov, kris.rowley@gsa.gov, john.cooke@gsa.gov, andrew.heller@gsa.gov, joshua.holman@gsa.gov, aimee.whiteman@gsa.gov, joanna.rosato@gsa.gov, anahita.reilly@gsa.gov, mark.mchale@gsa.gov, chaun.benjamin@gsa.gov, philip.klokis@gsa.gov, dan.brown@gsa.gov, jeffrey.post@gsa.gov, laura.stagner@gsa.gov, emily.murphy@gsa.gov, antonia.harris@gsa.gov, flavio.peres@gsa.gov, kevin.rothmier@gsa.gov, jenna.semsar@gsa.gov, david.insinga@gsa.gov, shapour.ebadi@gsa.gov, chris.wisner@gsa.gov, brenda.palmer@gsa.gov, michael.gelber@gsa.gov, darren.blue@gsa.gov, tim.horne@gsa.gov, ivan.swain@gsa.gov, gerard.badorrek@gsa.gov, tracy.marcinowski@gsa.gov, daniel.mathews@gsa.gov, darren.gomez@gsa.gov, (b) (6) @mckinsey.com
Message-ID: <000000000000b0b77f0589f71e40@google.com>
MD5: 16b425276f520624111c1ada52944d50
Attachments: invite.ics

This event has been changed.

[more details »](#)

PBS CIR Project Meeting

When

Changed: Wed May 29, 2019 9am – 6pm
Eastern Time - New York

Where

Conference Rooms: 1459/1460/1461 ([map](#))

Calendar

allison.brigati@gsa.gov

Who

OMDOX	daniel.mathews@gsa.gov V - organizer
OMDOX	lafondra.lynch@gsa.gov - creator
OMDOX	glenn.rotondo@gsa.gov
OMDOX	tim.turano@gsa.gov
OMDOX	PBS Senior Leadership
OMDOX	david.shive@gsa.gov
OMDOX	johns.burns@gsa.gov
OMDOX	johnm.dennis@gsa.gov
OMDOX	carla.sansalone@gsa.gov
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OMDOX	shapour.ebadi@gsa.gov
OMDOX	chris.wisner@gsa.gov
OMDOX	brenda.palmer@gsa.gov
OMDOX	michael.gelber@gsa.gov
OMDOX	darren.blue@gsa.gov
OMDOX	tim.horne@gsa.gov
OMDOX	ivan.swain@gsa.gov
OMDOX	gerard.badorrek@gsa.gov
	v
OMDOX	allison.brigati@gsa.gov
OMDOX	tracy.marcinowski@gsa.gov
OMDOX	darren.gomez@gsa.gov
OMDOX	(b) (6) @mckinsey.com

Attachments

[20190529_PBS_Leadership_Workshop.agenda.pdf](#)

Going (allison.brigati@gsa.gov)? [Yes](#) - [Maybe](#) - [No](#) [more options »](#)

Invitation from [Google Calendar](#)

You are receiving this email at the account allison.brigati@gsa.gov because you are subscribed for updated invitations on calendar allison.brigati@gsa.gov.

To stop receiving these emails, please log in to <https://www.google.com/calendar/> and change your notification settings for this calendar.

Forwarding this invitation could allow any recipient to send a response to the organizer and be added to the guest list, or invite others regardless of their own invitation status, or to modify your RSVP. [Learn More](#).

Subject: Re: Thank you for joining McKinsey "Leading Women in Government" Dinner
Date: Wed, 10 Apr 2019 11:58:37 -0400
From: Allison Brigati - AD <allison.brigati@gsa.gov>
To: (b) (6) @mckinsey.com>
Message-ID: <CAN=V14bke-on6R+zsXz9x-OhUp+ZfjBo2FfkwtbNXKC1wi1=g@mail.gmail.com>
MD5: 06799ec7597df1a27ac9c2e2adde7fac
Attachments: image001.jpg

(b) (6) Thank you so much for including me in the dinner. I truly enjoyed the evening and already have a lunch planned with one of the other attendees. I was also fortunate enough to attend the i2i McKinsey event in San Francisco which was an unbelievable conference that was very helpful in my role here at GSA particularly in the AI/Robotics and IT arenas.

Hope to see you again soon.

Allison



U.S. General Services Administration

Allison Fahrenkopf Brigati

Deputy Administrator

202-412-1093

On Tue, Apr 9, 2019 at 9:30 PM (b) (6) @mckinsey.com> wrote:



Hi All,

Thank you all for attending our Leading Women in Government dinner last week. It was great to have a mix of familiar and new faces. We all enjoyed the robust discussion of conscious inclusion (and how it differs from the framing of "unconscious bias") and some of the cutting-edge ways in which organizations are trying to address some of the persistent challenges in achieving more diversity in their leadership teams. I was particularly intrigued by Tracy's description of the use of artificial intelligence – although it may still be some time before that becomes commonplace! It was also great to hear some of your personal stories about negotiating, being the "only" in a room, and dealing with government-specific challenges in hiring and promotions.

Several of you mentioned that you have ideas about additional people to invite to our dinner series. Please feel free to send us their names, titles, organizations, and email addresses, and we will add them to the list! In the meantime, we are sending links to the talk, article and book that were mentioned:

- | *Why Do So Many Incompetent Men Become Leaders?* by Tomas Chamorro-Premuzic (link to [Ted talk](#), link to [article](#))
- | *Women Don't Ask* by Linda Babcock

Additionally, everyone's contact info is included in the to line so that you are able to continue connecting with one another. We look forward to seeing you at our next dinner, which we plan to hold in late summer.

Best regards,

(b) (6), and the Leading Women in Government Team

P.S. (b) (6) will be following up individually with each of you regarding payment information.

(b) (6)
McKinsey & Company
1200 19th Street NW, Suite 1100
Washington, DC 20036
+(b) (6) (office)
(b) (6) (cell)

+=====+
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Subject: Re: McK NYC CX Bootcamp
Date: Tue, 12 Mar 2019 10:32:45 -0400
From: Allison Brigati - AD <allison.brigati@gsa.gov>
To: (b) (6) <(b) (6)@mckinsey.com>
Cc: (b) (6) <(b) (6)@mckinsey.com>, 2019cxbootcamp <2019cxbootcamp@mckinsey.com>, Antonia Harris - C <antonia.harris@gsa.gov>
Message-ID: <CAN=VT4ZiJ61iUC9mp3ZvP5Sk-VYTCawtZXkOgQo0gbmJtt5XNw@mail.gmail.com>
MD5: 21e48a287e953e10c0b2a09affac2a3
Attachments: image001.jpg

(b) (6) -The conference was amazing. I enjoyed meeting the McKinsey team as well as the other government leaders, and found all of the sessions informative and relevant to much of the work being done at GSA.
My CHCO, Antonia Harris (Toni), is focusing on customer experience and changing the culture of GSA's HR service delivery. She is interested in attending the conference. I am copying her on this email so you can follow up with her.
Thanks (b) (6) I look forward to seeing you again soon.
Allison



U.S. General Services Administration

Allison Fahrenkopf Brigati

Deputy Administrator

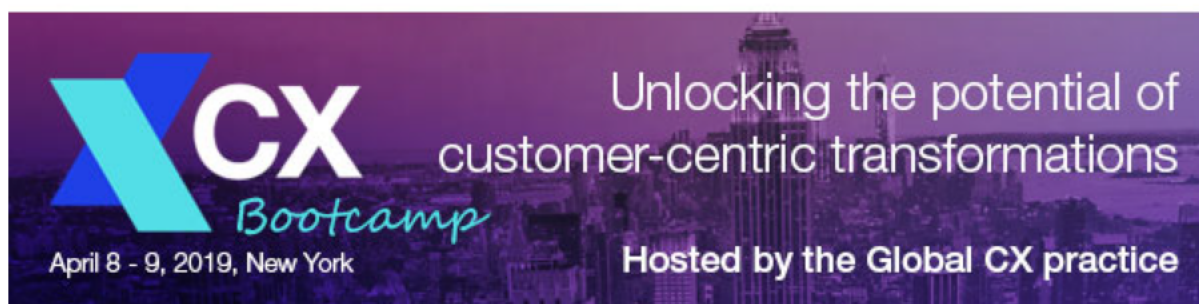
202-412-1093

On Sun, Mar 10, 2019 at 9:56 PM (b) (6) <(b) (6)@mckinsey.com> wrote:

Hi Alison,

So great to see you at i2i last week! I hope you got a ton out of it. McK is having a "CX bootcamp" in April that will visit a few best practice CX companies in NYC. Let me know if you think there would be anyone that would benefit from it at GSA. I know we only have a few spots left.

(b) (6)



Dear USDA,

We are pleased to invite you to McKinsey's **NYC CX Bootcamp on April 8-9, 2019**, a fully immersive and interactive 24-hour workshop series focused this year on learning about how to unlock the value of Customer Experience transformations.

[Focus of the event](#)

The CX Bootcamp will feature a half-day "Experience Safari," where we will visit CX leaders across industries to see, hear, and experience how they have executed customer-centric strategies to create value. Past "Experience Safari" locations have included WeWork, Samsung 837, Tesla, The Apartment, and Betterment.

This will be followed by an afternoon of structured content from our colleagues and Customer Experience experts on how to operationalize customer experience, and how to scale and sustain customer experience transformations. Through a combination of plenary presentations, rotational break-outs, and panel discussions, we will help you:

- Understand how to operationalize CX with specific discussions on agile operating model, embedding customer-centric culture and mindsets throughout the organization, and measurement
- Discuss and exchange ideas and challenges you are facing regarding customer experience
- Learn from your peers on how to scale and sustain a CX transformation
- Help pinpoint the capabilities, tools, and processes your organization needs to make the change, and make it stick

Finally, throughout the event there will be opportunities for you to meet other senior leaders across industries and at various stages of their CX transformation journey, so that you may connect and learn from each other's experiences.

[Participants](#)

You will be one of a small group of 25-30 senior leaders from across industries who are passionate about learning about or leading CX programs and transformations within their organizations.

[Logistics](#)

Location:

New York City, NY

Session timing:

Monday, April 8 at 6:00pm (welcome reception and dinner) – Tuesday, April 9 4:00pm

Costs:

Participants are responsible for travel and hotel expenses. McKinsey will make hotel reservations for all confirmed participants unless otherwise notified. At McKinsey, we are sensitive to the ethical considerations associated with Government employees attending such an event. Accordingly, we encourage you to check with your ethics official to determine proper application of ethics rules. We are happy to provide a breakdown of the costs or work with your ethics officer, if helpful.

[How to register](#)

To register for this event, please email 2019cxbootcamp@mckinsey.com with your **Name, Title, and McKinsey contact**. We will then follow up with you to confirm your attendance and provide further details on logistics.

We look forward to seeing you there!

-CX Bootcamp Team

NON-RESPONSIVE



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NON-RESPONSIVE

Subject: Public Sector Talent breakfast (Feb. 21)
Date: Wed, 6 Feb 2019 04:46:00 +0000
From: (b) (6) <(b) (6)@mckinsey.com>
To: Allison Brigati - AD <allison.brigati@gsa.gov>
Cc: (b) (6)@mckinsey.com>
Message-ID: <BN8PR14MB309156242B82F48621410A30F46F0@BN8PR14MB3091.namprd14.prod.outlook.com>
MD5: 335ad85f5fffb53b7933a5db26c9fba4
Attachments: Fed Gov Talent Roundtable_Feb 21 invitation.pdf

Hi Allison,

I hope this note finds you well and I look forward to seeing you in San Fran in March!

If you are interested, here is another event that could be relevant. On Feb 21 we are hosting a Federal Government roundtable discussion on Talent. McKinsey's former Global Managing Partner (CEO) (b) (6) will be hosting a breakfast conversation about his new book "Talent Wins" amongst your peers at other agencies. (b) (6) is a super engaging/interesting guy and I guarantee it will be insightful.

The event is February 21st from 8-9am in our offices at 1200 19th St NW. I hope you can make it and certainly let me know if you have any questions.

(b) (6)

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(b) (6) McKinsey & Company
(b) (6)

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Subject: Logistics Info: i2i Public Sector Silicon Valley Summit
Date: Wed, 27 Feb 2019 09:57:37 -0500
From: i2i@mckinsey.com
To: Allison.brigati@gsa.gov
Message-ID: <OFF751E56D.DAA121B6-ON852583AE.005225BD-852583AE.00522DEC@MCKINSEY.COM>
MD5: 4c15ead29de796e293f627d461832a9b
Attachments: 2019 i2i Participant Packet Draft.pdf

Dear Allison Brigati,

The [Insight to Innovation summit on the future government \(i2i\)](#) is just a week away. On behalf of McKinsey and the Aspen Institute, we are looking forward to welcoming you to Silicon Valley! The summit will be a chance to bring you, other senior public sector officials, and leading technology innovators together, with an aspiration of learning from each other to break down barriers to innovation in government. Your peers from ~30+ different government agencies and organizations will be joining, and we'll be visiting and hearing from speakers from companies like Google, Facebook, Slack, LinkedIn, and NEA and others. In anticipation of your trip, we wanted to share some important updates and logistical information:

Arrivals: Most out of area attendees will arrive at one of the three major Bay Area airports (San Francisco, Oakland or San Jose) and should plan their own transport to their hotels. If you have not already done so, please fill out [this survey](#) regarding your travel plans and accommodations.

Day Start Times & Program Transportation: Transportation will be taken care of for all our site visits (i.e., from site to site) *during* the summit. We will also run shuttles to the San Francisco International Airport and back to McKinsey's San Francisco office upon the conclusion of our program.

- **Day 1 Agenda:** The conference will begin with registration and a networking breakfast at 0730 before the program kickoff at 0800 on Tuesday, March 5 at McKinsey's San Francisco Office - 555 California St., Suite 4800. Immersion sessions will follow at LinkedIn and Slack, and we will return to the McKinsey office for an "Ideas to Impact" panel and visit from Venture Capital firm NEA and start-ups from their portfolio. The day will end with dinner together at La Mar Cebicheria Peruana located at 1 ½ The Embarcadero in San Francisco.

- **Day 2 Agenda:** On Wednesday, we will depart at 0700 from McKinsey's San Francisco office at 555 California St., with transportation to Google and afterward to Facebook. At the conclusion of the program, you may return to the San Francisco airport or to McKinsey's San Francisco office by shuttle, or you may arrange your own transportation elsewhere.

Registration Updates: Please email us at i2i@mckinsey.com if you can no longer attend the conference. We are at capacity, and would like to offer up any newly available spots to others who would like to attend.

Dress Code: The entrepreneurial environment in the Valley is typically very casual. You will visit companies where appropriate attire for employees includes jeans, sneakers, and casual tops. We recommend dressing in business casual attire, with the understanding that even more relaxed attire may be appropriate.

Preparing for the summit: We have attached a pre-read packet that includes more details on the conference agenda, themes, logistics, and contact information should you have questions. You can also visit www.mckinsey.com/i2i for more information.

Please reach out with any questions or if we can be of assistance at i2i@mckinsey.com.

We look forward to hosting you in less than a week,

(b) (6)

(See attached file: 2019 i2i Participant Packet Draft.pdf)

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